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Federal Communications Commission  
445 Twelfth Street, SW  
Washington, DC 20554

DA 11-799<sup>1</sup>, WT Docket No. 11-65

Dear Sir/Madam,

I am writing to oppose the transfer of T-Mobile USA's licenses and authorizations to AT&T Inc.

Most countries have multiple competing providers of GSM mobile phone service. For example, the UK has T-Mobile, O<sub>2</sub> and Vodaphone, all using GSM, so consumers can switch network without needing to buy a new phone. There are ten MVNOs as well, offering even more choice. This cross-network mobility is the reason why Europe standardized on GSM.

The USA, on the other hand, only has two national GSM networks. If AT&T are allowed to buy T-Mobile, there will be only one GSM network, and the USA will be in the unique position of having three mutually incompatible mobile networks, only one of which is compatible with the rest of the world. This would be terrible for business travelers. Those who need to be able to roam worldwide will either have to buy a special dual protocol (CDMA and GSM) phone, or they will have only a single choice for mobile provider: AT&T. Since very few phones are dual protocol, this will effectively hand over the international business traveler market to AT&T to monopolize.

What about the claimed benefits of the merger? Sure, T-Mobile and AT&T both have significant problems involving data capacity. Unfortunately, since they use different 3G frequencies, the proposed merger won't do anything to improve data capacity until new phones are rolled out and LTE is deployed. AT&T have admitted as much, stating that T-Mobile customers will all require new phones.<sup>2</sup>

I emphatically do not want a new phone from AT&T. They have a poor selection of Android phones, and they lock them in order to prevent installation of software from sources they have not approved. Also, AT&T do not offer any discount for owning your phone, and they are also only just behind Verizon in average monthly bill per customer. My family bill would go from \$109.99 per month plus tax, to \$139.99, a 27% increase.

Also, consider AT&T's history. At the end of 2004 I was persuaded to switch from T-Mobile to Cingular. AT&T Wireless and Cingular then merged, before AT&T took over the resulting company to form today's AT&T. Service quality dropped rapidly during that time; by the end of 2006 calls were dropping frequently. The migration to AT&T's billing system led to incomprehensible bills dozens of pages long, and the cost of data and messaging went up and up. I switched back to T-Mobile to escape.

<sup>1</sup> [http://www.fcc.gov/Daily\\_Releases/Daily\\_Business/2011/db0428/DA-11-799A1.pdf](http://www.fcc.gov/Daily_Releases/Daily_Business/2011/db0428/DA-11-799A1.pdf)

<sup>2</sup> <http://goo.gl/eBrL5>

So as far as I could tell, the AT&T merger with BellSouth (Cingular) did nothing to improve AT&T's service. If anything, it worsened it. *Consumer Reports* now rate AT&T as the worst mobile phone network in *every single category*, from voice quality to data speed to customer service.<sup>3</sup> I confidently predict that if this new merger is allowed to go ahead, the consequences for the consumer will be just as bad.

In short:

- AT&T have the worst customer service, worst call quality, and worst value for money in the industry.
- The last AT&T takeover of a mobile phone network did nothing to improve them in any way.
- Their phones are locked down and only available on contract, to reduce competition.
- The merger will not improve 3G data capacity.
- T-Mobile customers will be forced to buy new phones and enter multiple-year contracts, reducing the competitiveness of the market.
- AT&T will be handed a monopoly on nationwide and international GSM coverage.

I beg you not to let this new planned takeover go ahead, as I cannot see any way in which it could be good for the consumer or for innovation in the wireless telecommunications industry.

Yours sincerely,

mathew murphy

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<sup>3</sup> <http://goo.gl/ypr3p>